

**EMPLOYMENT OPPORTUNITY
ANNOUNCEMENT NUMBER: HCMALL 15/09A**

***This announcement is for full performance level. The position is also advertised at trainee level.
Please see the ANNOUNCEMENT NUMBER HCMALL 15/09B for reference.***

OPEN TO: All interested candidates
POSITION: Visa Assistant (two positions), FSN-8
OPENING DATE: March 12, 2015
CLOSING DATE: March 26, 2015
WORK HOURS: Full-time, 40 hours/week
LENGTH OF HIRE: Long term. Actual filling of the positions is contingent upon the availability of funds.
ANNUAL SALARY: Ordinarily Resident: **US\$10,459.00 (Starting salary)**

The Consulate General of the United States of America in Ho Chi Minh City is seeking individuals for employment for two Visa Assistant positions in its Consular Section/Non-Immigrant Visa (NIV) Unit.

NOTE: ALL APPLICANTS WHO ARE NOT FAMILY MEMBERS OF U.S. GOVERNMENT EMPLOYEES MUST HAVE RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

BASIC FUNCTIONS OF THE POSITION

Incumbents of these positions will be responsible to screen incoming information and documentation from a variety of sources (public counters, mail, host nation government offices, etc), to track and organize visa requests according to immigration law and consular procedures so that the consular officer can effectively make visa adjudication decisions and ensure that legal requirements of the application process have been met. The incumbents receive work tasks according to standard operating procedures and then input relevant data into established processes. This includes printing issued visas and filing and tracking the status of pending cases.

QUALIFICATIONS REQUIRED

NOTE: All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each item:

1. High school diploma is required.
2. Must have at least two years of administrative and customer service experience, including extensive public contact.
3. Must have 1) knowledge of U.S. immigration laws/regulations and visa processing guidelines; 2) general knowledge of Vietnamese law as it pertains to marriage, personal property, civil rights and immigration as well as educational systems; and 3) knowledge of general office management practices.
4. Must be able 1) to deal with the public with patience and tact and to work under pressure; 2) to translate/interpret working level English to Vietnamese and vice versa; 3) to apply good judgment in evaluating evidence to apply relatively complex regulations; and 4) to multitask efficiently with a high degree of accuracy in a very demanding work environment. Must also have excellent organizations, management, communication and interpersonal skills.
5. Level 3 (Good working knowledge) Speaking/Reading/Writing English is required (this will be tested).
Level 4 (Fluent) Speaking/Reading/Writing Vietnamese is required.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

Please see [post eligibility & qualification requirements](http://hochiminh.usconsulate.gov/jobs.html) on the Management Office bulletin board/intranet (Sharepoint) or on the Consulate website <http://hochiminh.usconsulate.gov/jobs.html>.

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.

3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold U.S. Mission Regional Security Office (RSO) and Health Unit clearances.

HOW TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff (DS-174). Candidates may send a current résumé or curriculum vitae that provides all the information on the DS-174 (please refer to [Appendix B](#) for further details) in order for the candidate to receive consideration for this vacancy. The DS-174 form is available on the U.S. Consulate website <http://hochiminh.usconsulate.gov/jobs.html>.

Applications should be submitted through email to the address: HoChiMinhCityHR@state.gov.

Subject line must be: **(HCMALL 15/09A)** or your application may not be considered;

We will only accept applications by email. Please do NOT attach a photo on an application form or resume.

2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification.

CLOSING DATE FOR THIS POSITION: MARCH 26, 2015.

(All applications must be received by the closing date to receive consideration. Please wait to hear from us within 4 weeks from the closing date.)

The U.S. Mission in Vietnam provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.